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PATENT APPLICATION

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Patent Application of:
Dezonno

Serial No.: 09/995,027

Conf. No. 9621

Filed: November 27, 2001

For: Method And System For Routing
Transactions In An Automatic Call
Distribution System Based On Non-Voice
Dialog Agent Skill Set

Examiner: B. Q. Bui

Art Unit: 2642

CERTIFICATE OF MAILING

I hereby certify that this paper is being deposited with the United States Postal Service as First Class Mail in an envelope addressed to: Commissioner for Patents, P.O. Box 1450, Alexandria, Virginia 22313-1450, on this date.

September 28, 2004

Date

Eric D. Cohen

Reg. No. 38,110

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OCT 06 2004

Technology Center 2600

AMENDMENT "A" AND REPLY PURSUANT TO 37 C.F.R. § 1.111

MAIL STOP AMENDMENT
Commissioner for Patents
P.O. Box 1450
Alexandria, Virginia 22313-1450

INTRODUCTION

In reply to the Office Action mailed July 8, 2004, please amend the above-identified application as follows: